

INSIGHTS

What happens if I break the process we are trying to improve?

Process Improvement

THE STORY:

If you want to understand what someone believes, all you have to do is look at their actions. Right? For example, somewhere in a corner of an agency, an up-and-coming supervisor with no process improvement experience starts to engage her team in process improvement. The team is trying to improve claims processing by cutting it from the current 19 days to the 7 days they've promised on their website. The manager is nervous and asks, "How do you know that you won't break the process?"

INSIGHT:

Interesting question – especially since the process in question is already clearly broken. Classic root-cause-based process improvement is all about one thing; making the invisible ways things get done visible. **Why?** You cannot fix what you cannot see. Seeing what goes on behind the curtain at a bare

minimum makes the process visible. **Once you can see it there are great tools to help you understand where the non-value-added activities exist.** Process maps, check sheets, pareto analysis, run charts can all help you see where the opportunities are to make improvements.

If one of your core processes hasn't been through process improvement in the past 10 years, that process is highly likely to have 25-60% waste in it.



Results Driven Government – on the journey



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